



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

March 12, 2014

Date Complaint Received:	2/21/14
Complaint Received By:	M. Noddings
Provider Name and Location:	Shiela Heim; 761 S. Oak St. Avoca, IA 51521

Complaint: Provider is doing daycare 24/7 and there is a concern she is not taking time to care for self, sleep or care for own children during the day.

Rule Basis: 237A.3A(3d); 110.5(9)a

Findings: The provider is doing care for 24 hours straight 3 days a week.

Resolution: DHS compliance visited with provider. She has already re-organized her work schedule and the family she had been watching late at night got their work schedule changed to days. Provider is aware of policy.

If you have any questions regarding this matter feel free to contact me at (712) 328 - 5713 or email address [mnoddin@dhs.state.ia.us](mailto:mnoddin@dhs.state.ia.us).

Sincerely,

Michelle L. Noddings  
Social Worker